

Public Employees' Retirement Fund

September 2006 Results - Version IV

Agency Mission:

"We are committed to serve, through exceptional customer service, employers, our members and their families, in achieving their retirement goals and financial security."

Director David Adams
GEFP Liaison Michael Huber

Statewide Initiatives:

Annual Savings and Efficiency Gains (\$000)
One-Time Savings and Efficiency Gains (\$000)
Competitive Sourcing Participation (\$000)

\$1,764
\$183
\$764

Agency Metrics:

Financial Performance

1 year actual return/1 year target return (%)
% of active managers exceeding benchmark

Result

Target

Comments

109%	100%	90% to 100%
79%	75%	50% to 74%

Customer Service

Benefits

Average # days to complete refund
Average # days from retirement date to first check
Percentage of retirements without payment interruption

19	30	31 - 65
62	30	31 - 70
91%	90%	75% - 89%

Customer Satisfaction

Customer Satisfaction Index

84%	90%	75% - 89%
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System Measures

% Automated Account Transactions
% of automated transactions

14.0%	50%	25% - 49%
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Fundamental Agency Change Initiatives

Retirement Planning
Service Credit
Business Technology Enhancement
Human Resource Development
Clean Financial Opinion